

Senior Product Manager – Payments



Purpose

This role is responsible for managing the Payment and ATM suite of products (including ESAS, Swift, Same Day Cleared Payments, FX and ATMs), with a focus on payment and card compliance, and future state. This role will support the 'Head of' to translate the company strategy, as it relates to the product vertical, into outcomes that align with our corporate strategy to deliver the commercial results required as TSB evolves.

Role dimensions

- **Reports to:** Head of Retail Banking Product
- **Division:** Product & Marketing
- **Location:** New Plymouth, Auckland or Wellington
- **Direct Reports:** N/A
- **Financial Authority:** Nil

Person specifications

- 7+ years of experience within the payments industry.
- Previous experience within product management.
- 5+ years of Banking or financial industry experience.
- Sound understanding of the customer experience and knowledge of the NZ Payment ecosystem and digital trends.
- Knowledge of regulatory and legislative compliance obligations, including Open Banking.
- Effective management of third-party suppliers, customer relationships and internal / external stakeholders

Role specific areas of responsibility

- Responsibility for the product lifecycle of Payment products.
- This pivotal role will help to shape the future of our payments banking products, driving innovation and delivering world class solutions to our retail and business customers.
- Support the 'Head of', to develop and implement **growth** plans consistent with the objectives of the organisation and division
- Ensure the delivery and distribution of Payment Product products is **compliant** with all legal/regulatory and industry obligations. Lead industry accreditation, including compliance with card scheme rules and local payment industry rules.
- Ensure that robust processes, documentation and training are in place to support the end-to-end delivery of Payments products, including updating of relevant policies and lead activities that will improve the business including operational, technology and product changes.
- Identifying opportunities for TSB to leverage changing payments regulation to improve the customer experience and grow our loyal customer base.
- Manage the performance of Payment products including customer penetration and usage, future value, target market customers and market share opportunities to deliver on TSB's vision of being 'the easiest bank to deal with'.
- Contribute to the wider Product team's strategy through the development and implementation of product roadmaps and the enhancement of the customer experience for all Payment products.
- Work closely with channels to support Payment processes and training, and act as a mentor within the Retail Products team to build capability, maintain engagement and enable a high performing function.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.